

A Look into Dispatching

We had the opportunity to sit down (virtually) with two colleagues from the Dispatching Team. Julia and Marwin told us about their everyday life as dispatchers.



Introductions

Julia: Hello, my name is Julia and I have been working as a dispatcher at GRTD since May 2017.

Marwin: My name is Marwin and I have been with GRTD since November 2018.

What skills or competencies are a particularly good fit for the position?

Julia (J): In my opinion, IT skills are one of the most important for the role of dispatcher.

Marwin (M): As a dispatcher, you have to deal with international customers and partners daily, so English, as well as other language skills, are very important.

J: Another important skill is to keep a cool head in occasional stressful situations so that you don't lose the big picture. As a dispatcher, you'll be monitoring several systems at once, and you are working shifts.

M: Reliability, flexibility and the ability to work on your own round out the profile.

What tasks or projects do you typically work on?

M: Besides the attentive monitoring of our transport handling systems and contact with our customers, you ensure the smooth transport of gas in our pipeline system and clarify all questions concerning the allocation of transport capacities.

J: It is of great importance to identify and correct any system errors on a timely basis.

M: That's right. And as the "first level of support," we not only perform the fault analyses based on the process descriptions/instructions, but also ensure that the fault reports are forwarded for further troubleshooting.

J: Dispatchers work closely with all other departments in our company. Every week, we discuss the latest news from the gas market with our colleagues. Once a week, a member of the dispatching team prepares a so-called "gas breakfast", which includes a presentation on the gas flows of the previous week. We also discuss the most important political and economic events affecting the energy industry and exchange information about upcoming deadlines.

M: New areas of responsibility can be added, too. Processes change regularly and we have to adapt to the changes.

What was the onboarding process like?

J: After the interview and an appointment at the assessment center, I first started with two weeks of training. Since I switched to the energy industry from another sector, I had to learn everything all over again.

After successfully completing the theoretical training and after consulting with my mentors, I took on my first shifts together with experienced dispatchers. This hands-on training lasted another two weeks.

M: GRTD takes the time needed not only to introduce new employees to their new tasks quickly and safely, but also to familiarise the employee with the "corporate culture" and internal processes.

In addition, they are supported in establishing contacts with new colleagues, which also makes it much easier to get started.



What does professional development at GRTD look like?

M: Everyone has the opportunity to develop their skills through trainings, seminars, and language courses.

J: Digital transformation is also a top priority at GRTD. You have the opportunity to stay on top of the latest IT innovations and to integrate them into your daily work. This is one of the reasons why the Corona-related transition to home office has worked so well for us.

Is there an opportunity to engage with the rest of the team at the company?

M: In addition to shift work (consisting of early, late and night shifts), there are also the so-called "office days". During this time, we have the opportunity not only to work on various initiatives, but also to support other teams in the implementation of certain projects.

J: The activity in office days helps us, especially in long-term projects, to get information about market or regulation changes in advance. This is important because all changes are implemented in the end in dispatching, heart of the TSO.

M: Besides the dispatcher's "main job", there are also many opportunities to get involved in the company and develop personally.

Is there anything else you want others to know about dispatching at GRTD?

J: Compared to dispatching other TSOs, we work alone in the shift. That's why the independence and responsibility are in demand.

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